



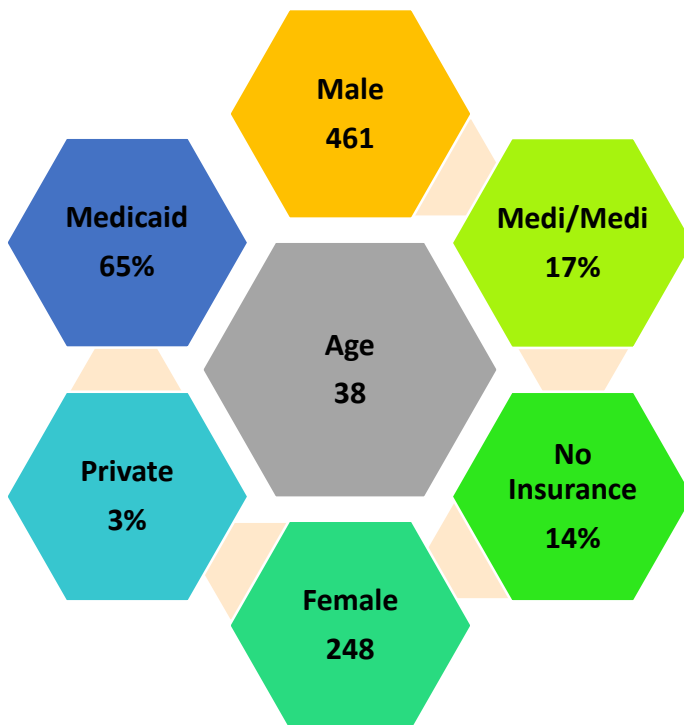
2nd Quarterly 2021 Outcome Measures

Data collected for the 2nd quarter of 2021 show increase from admissions in the same quarter in 2020.

Reflectively 2020 was a challenging year due to the COVID pandemic the Crisis Center saw approximately a 30% decrease in services in 2020; however, 2021 has had an increase in admissions. The 16% increase from the 2nd quarter in 2020. In the second quarter the crisis center had a total of 709 admissions, 153 of which were unduplicated, first time visitors.

	2015	2016	2017	2018	2019	2020	2021
January	79	162	186	182	271	206	254
February	91	220	209	133	289	179	250
March	73	174	195	124	337	193	192
April	124	151	236	140	259	180	228
May	146	171	228	219	300	195	230
June	151	217	300	212	301	231	251
Totals	664	1095	1354	1010	1757	1184	1405

Who Are Our Clients?



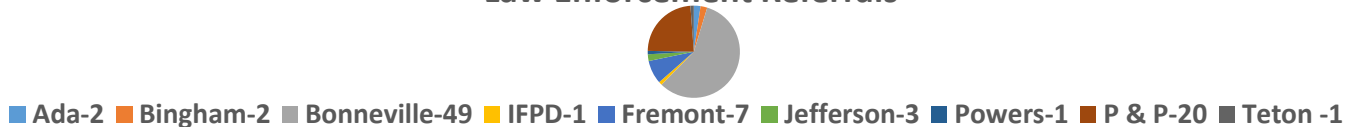
The demographics of the population we serve remains consistent overall. We continue to see more males than females, predominately Caucasians, and the average age of our clients is 38. In reviewing our data, during the 2nd quarter of 2021, we've seen a variety of ethnically diverse clients admitted. The majority of clients are Caucasian followed by Hispanic, American Indian and otherwise mixed race clients.

In the 2nd quarter, the crisis center had 709 admissions, 65% were Medicaid, 17% were Medicaid/Medicare, 14% had no insurance, 3% were private insurance and 1% Medicare. Though homelessness is a chronic issue for East Idaho, of those admitted to BHCC for services 48% reported being homeless. This was a 1% decrease from the 1st quarter of 2021. BHCC continues to work as a community partner to provide housing resources to individuals requesting assistance in housing.

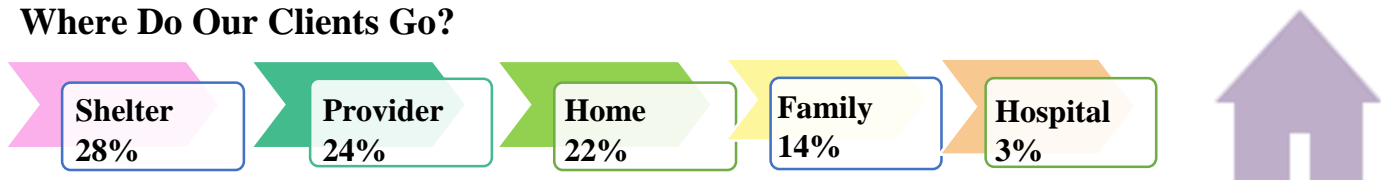
Where Do Our Clients Come from?

The intention of BHCC is to prevent expensive hospitalizations and incarcerations by providing immediate interventions and linking clients to supportive services within the community. Clients come from multiple referrals in the community; however, 59% of our clients are self-referred and walk in on their own seeking services; this is a 2 % decrease from the 1th quarter of 2021. Law Enforcement refers 12%, Community Providers refer 10%, Hospital refers 8%; Family refer 6% and the local shelters refer 4%.

Law Enforcement Referrals



Where Do Our Clients Go?



Sustainability

Due to the availability of billing for services since January 2020, the BHCC has made progress in sustainability. While strong community support and access to other resources such as grants are absolutely necessary for continued success, the ability to bill for services makes projections for future sustainability at the target of 50% of the original contract promising. In 2020 the BHCC was 20% sustainable, it is anticipated that in 2021 we will be at least 45% sustainable and that the BHCC hopes to reach the 50% sustainability by the end of 2022.

How Are We Doing?

- 93% reported that they would return back to Crisis Center if they needed additional services and support
- 93% reported that they would recommend the Crisis Center to others
- 90% had a positive experience
- 90% reported a positive treatment at the Crisis Center

What did you find most helpful about the Crisis Center

- "I discovered I'm not alone in my issues"
- "Shelter & Safety"
- "True Compassion & Care"
- "Staff"
- "Resources & Peer Support"
- "Friendly Staff Willing to Help & Offer Resources"
- "Understanding, Caring, Compassionate & Good People"
- "Their Niceness & Professionalism"
- "The Friendly People"